

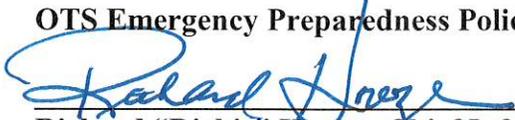


State of Louisiana
Division of Administration
Office of Technology Services

POLICY NO. 2

EFFECTIVE DATE: September 7, 2015
REVISION DATE: December 6, 2018

SUBJECT: OTS Emergency Preparedness Policy

AUTHORIZATION: 
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I. PHILOSOPHY AND PURPOSE:

Employees of the Office of Technology Services (OTS) may be required to work outside of regular work schedules when a state of emergency is declared. It is the policy of the Office of Technology Services (OTS) to support the emergency preparedness goals of the state to ensure the safety and welfare of Louisiana citizens during emergencies and disasters. Additionally, this policy will define the OTS roles and responsibilities during emergency functions for managing, staffing, and coordinating the support and maintenance of all identified critical state technology infrastructures and systems that facilitate and support the efforts of and allow partner disaster emergency agencies to coordinate and manage Emergency Support Functions (ESF), Recovery Support Functions (RSF) and the Emergency Disaster Operations Sites when actual or threatened emergencies and disasters are declared.

II. APPLICABILITY:

This policy shall be applicable to all OTS employees.

III. DEFINITIONS:

1. **Disaster Duty** - Assignment of work by the CIO or his designee or an OTS Section Head during a declared Official State of Emergency or the State Emergency Disaster Operations Center is activated at a Level 3 or above, whichever comes first. For the purposes of this policy, disaster duties shall not include drills, meetings and routine tasks.

2. **Event Parameters** -

a. The event shall begin when the Governor's Office or his designee declares an official State of Emergency or the State Emergency Operations Center is activated at a Level 3 or above, whichever comes first.

- b. The event shall end as designated by the CIO or his designee, Commissioner of Administration or the Governor. Once the event ends, the DOA's normal policies and procedures shall apply.

3. Disaster Hours Worked -

Includes time spent in:

- a. Working at an assigned location and/or on disaster/emergency operations tasks.
- b. Transit to or from an employee's work assignment outside the employee's work domicile as determined in accordance with the Fair Labor Standards Act (FLSA).

Excludes time spent in:

- a. Ordinary travel to and from the employee's home or work domicile.
 - b. Sleeping at an assigned location, except under extraordinary circumstances as defined by the CIO or his designee, the Commissioner or Command Center Manager.
 - c. Meal breaks if the employee leaves the assigned emergency/disaster operations duty station to purchase and/or consume the meal.
- 4. Emergency Travel -** Travel which occurs when an employee is called back to his work domicile for a critical situation. An hour spent in emergency travel from home to work is an hour worked.

EXAMPLE: An employee who has gone home after completing his day's work is subsequently called out at night to travel to perform an emergency job, all time spent on such travel is work time.

5. Overtime Hour -

- a. For the purpose of the FLSA, overtime is any hour (or portion thereof) actually worked over 40 hours in a work week.
- b. For the purpose of Civil Service Rules, overtime is defined in Chapter 21 of the Civil Service Rules as any hour worked:
 - In excess of the employee's regularly scheduled workday.
 - In excess of the employee's regularly scheduled work period.
 - On a holiday, including designated holidays.
 - During official closures.
- c. See OHR Statewide Personnel Policy No. 2, Overtime/Compensation Leave

Policy.

6. **Work Week** - The work week begins and ends at midnight on Sunday night.
7. **Official Work Domicile** - The city in which an employee's primary office is located or such area as may be designated by the appointing authority, provided that in all cases such designation must be in the best interests of the agency and not for the convenience of the employee.
8. **Emergency Support Function (ESF)** - Emergency Transportation, Communications, Public Works and Engineering, Firefighting, Emergency Management, Mass Care, Housing and Human Services, Resources Support, Public Health and Medical Services, Search and Rescue, Oil spill, Hazardous Materials and Radiological, Agriculture, Energy and Utilities, Public Safety and Security, Community Recovery, Mitigation and Economic Stabilization, Emergency Public Information or Military Support to Civilian Affairs functions as specified.
9. **Emergency Disaster Operations Site** - Emergency Disaster Operations Sites include but may not be limited to sites such as Governor's Office of Homeland Security and Emergency Preparedness Center (GOHSEP), Agency Emergency Operations Center (Agency EOC), Regional/Parish Emergency Operations Centers Regional Parish EOC), Medical Special Needs Shelters (MSNS), Temporary Medical Operations Staging Areas (TMOSAs), Critical Transportation Needs Shelters (CTNS), hazardous material sites, transportation staging sites, point of dispensing sites (PODs), search and rescue operations sites, or a site designated by the CIO or his designee or the Appointing Authority.
10. **Recovery Support Function (RSF)** - Community Planning and Capacity Building, Economic, Health and Social Services, Housing, Infrastructure Systems, Natural and Cultural Resources as specified.
11. **Emergency Support Functions/Recovery Support Functions (ESF/RSF) Pay** - All employees who work Emergency Support Functions (ESF) in preparation for declared anticipated events and during declared disasters may upon approval or directive by the Governor, Commissioner of Administration or CIO and/or his designee receive compensation for all overtime hours worked. Disaster related events shall begin when the Governor declares an official State of Emergency or the State Emergency Operations Center is activated at a Level 3 or above, whichever comes first. The event shall end as designated by the CIO and/or his designee, Commissioner of Administration or the Governor. (Refer to OHR Statewide Personnel Policy No. 2, Overtime Compensation Leave Policy, for additional information. In such cases, OHR Statewide Personnel Policy No. 2 shall take precedence over this policy.)
12. **Disaster/Emergency Work Schedule** -
 - a. The work schedule created specifically for the declared emergency. Note: Work hours and schedule may be flexed as needed to accommodate sites operating

24 hours per day.

- b. When an Emergency Work Schedule has been assigned to an employee, their regular work hours and schedule are suspended.

- 13. **Director** - The director of the Governor's Office of Homeland Security and Emergency Preparedness (GOHSEP), State of Louisiana. See JBE2017-19, Sec. 1A.
- 14. **OTS Section Head** - The person responsible for a business section within OTS
- 15. **OTS Supervisor** - The person responsible for the functional management of an Employee or group of employees within an OTS business unit.
- 16. **Partner/Partner Agency** - A section within the DOA currently supported by OTS or another state, parish or federal entity to which OTS has been assigned to assist during planning or actual ESF/RSF events.
- 17. **OTS Formal Request for Exemption Form (RFE)** - The official form used by an employee to request exemption from emergency/disaster scheduling.

III. POLICY AND PROCEDURES:

- 1. OTS is responsible for supporting its partners with primary and supporting ESF and RSF responsibilities during declared disasters and emergencies.
 - a. The CIO has overall responsibility for the emergency responsibilities assigned to the Office of Technology Services. OTS departmental emergency preparedness responsibilities are under the authority of the CIO.
 - b. The CIO or his designee shall designate both an emergency coordinator and an alternate coordinator to act on behalf of OTS during an emergency situation and furnish the Director of the Governor's Office of Homeland Security and Emergency Preparedness with their names and phone numbers.
 - c. The CIO or his designee shall also designate a Continuity of Operations Plan (COOP) coordinator who will prepare and maintain plans, procedures, arrangements, and agreements to ensure that the organization will continue to carry out its mission in an emergency, disaster or recovery event.
 - d. The CIO or his designee shall ensure that each OTS section has established readiness procedures that ensure proper training, availability and notification of OTS employees and availability of necessary materials and equipment in an emergency.
- 2. Local government has overall responsibility to protect Louisiana citizens during emergencies and disasters. However, some events, whether natural or technological, are of such severity or magnitude as to exceed or overwhelm the capability of local authorities to respond. In such events many state executive departments, agencies and

DOA sections will supplement local response and recovery efforts. OTS will support its agencies when such events are declared and as directed by the CIO or his designee or the Director.

3. OTS Section Heads will create and maintain a critical system and infrastructure support disaster/emergency plan to outline the section's procedures for carrying out its assigned emergency and/or recovery support functions. All plans developed will include the use of telephone tree listings and standby notification, on duty notification, stand up and stand down notification when states of emergency are initiated and deactivated. Each OTS Section Head shall submit annual updates of the procedures. All plans will be submitted to the CIO or his designee for review and approval before forwarding to the Director.
4. OTS Section Heads will create and maintain disaster/emergency employee staffing rosters to ensure primary and backup coverage for the areas they support for each EFS's and RSF's listed below. The rosters will be submitted to the CIO or his designee for approval.
5. OTS Section Heads will assist OTS partners listed as primary in the ESF's and RSF's listed below in the preparation of their procedures and/or any other documents necessary to support the Plan.
6. The CIO or his designee and OTS Section Heads working with OTS partners assigned a primary or support responsibility in the ESF's and RSF's listed below will:
 - a. Staff the State Emergency Operations Center or Recovery Operations Center with personnel during training exercises and emergencies as requested by the Director.
 - b. Maintain and operate a 24-hour response capability in the OTS department headquarters, or in the OTS department's designated Emergency Operations Center, when the Plan is implemented.
 - c. Participate in exercises of the Plan when scheduled by the Director.
 - d. Participate in, and conduct, training essential to implementation of the partner agency, executive department or DOA section assigned emergency management responsibility.
 - e. Conduct an annual internal review to update the details of their section's implementing procedures and advise the CIO or his designee and/or the Director of needed modifications of their implementing procedures.
 - f. Maintain logs, records, and reporting systems required by all state and federal laws, rules, and regulations.

7. All OTS Employees will:

- a. Review personal disaster planning training due to the types of events that may result in the implementation of this policy, such as large-scale natural and technological disasters including such events as hurricanes, flooding, tornadoes, and hazardous material accidents. This is intended to help employees create a plan for their families and property during declared events in order to be prepared to work their assigned emergency/disaster schedule.
 - b. Be assigned/deployed to disaster/emergency positions, projects and schedules per their section specific plan for any of the ESF and/or RFS's listed in Appendix A.
 - c. Be required to work at an assigned location and/or on assigned emergency/disaster operations tasks. Such work will be performed in accordance with OTS policy and procedures relating to emergency/disaster preparedness.
 - d. Be notified and given access to the plan for each ESF and RSF pertinent to their section and the overall OTS Emergency Preparedness Policy. Upon receipt, each employee shall sign the Emergency Preparedness Policy Acknowledgement Form. The signed copy shall be retained in the employee's personnel file, in accordance with OTS guidelines.
 - e. By 12/31 annually, complete LEO training of the OTS Emergency Preparedness Policy.
 - f. If needed, specifically request an exemption to all or specific emergency/disaster events. An exemption request approved by the CIO or his designee must be signed, dated and kept in the employee's personnel file, in accordance with OTS guidelines.
 - g. Be responsible for keeping their home phone numbers, pager numbers, cell phone numbers, etc. current with their supervisors and in their LEO profiles.
 - h. Respond to calls to duty assignments as such calls are channeled through the OTS "calling tree" for the ESF/RSF in question.
8. Employees whose office has not been closed shall report to work as per their official work schedule. Employees given a duty assignment through the OTS "calling tree" shall report to their newly assigned emergency/disaster work domicile. If an employee's official work domicile is closed and they have not been deployed through the OTS "calling tree" as part of the scheduled staff for an emergency/disaster event the employee is considered to be a volunteer and is not eligible for compensation under OTS Emergency/Disaster Policy #2 or any other OTS payment plan.

9. Exemptions:

While OTS recognizes its responsibilities during emergencies and disasters, OTS also recognizes that certain employees may have circumstances that would limit their ability to be of service.

- a. An employee who judges that the severity of their personal/family situations outweigh the obligations of the state to respond to emergency situations may submit a form OTS RFE Form #2, Request for Exemption from Emergency/Disaster Staff Schedule (Adobe version), on line **annually by December 31st** of the current year or in advance of a disaster/emergency as soon as the prohibiting situation is known for consideration of exemption from the requirements of this policy. This request should contain a justification to explain why the employee is not able to perform this job duty.
- b. OTS reserves the right to verify the justification provided.
- c. An employee with a pre-existing medical condition or new medical situation which would prevent them from fulfilling emergency duty responsibilities shall submit the form OTS RFE Medical Supplement # 2, Medical Supplement: Request for Exemption from Emergency/Disaster Staff (Adobe version), in advance of a disaster/emergency. Submit the completed form with attachments annually by December 31st of the current year, directly to the OTS Main Office by one of the following methods:
 - **Email:** DOA-OTS-EPP Exemption
 - **Fax:** (getting new dedicated line)
 - **In person:** OTS, 1201 N. Third Street, Suite 2-130, Baton Rouge, Louisiana 70802
- d. An employee who develops a new condition/situation which would prevent them from fulfilling emergency duty responsibilities shall submit their Formal Request for Exemption as soon as the condition/situation develops. The employee shall also notify and submit a courtesy copy of the form to their immediate supervisor.
- e. The OTS CIO or his designated reviewers will review all exemption requests. Decisions by designated reviewers may be appealed to the CIO, decisions by the CIO are final.
- f. Appeals of exemption decisions must be submitted within 15 working days of receipt of the decision along with documentation to support the appeal to the CIO or his designee and the Section Head. All decisions rendered by the CIO, or his/ her designee are final.
- g. An approved request for exemption is valid from the date of approval through December 31st of the final year determined appropriate by the EPP Review Committee or CIO or his designee. An exemption may granted for between one (1), and five (5) years. This approval will take into consideration the circumstances of the

employee and the duration of the condition/situation that prompted the employee to request an exemption. It is the employee's responsibility to advise their supervisor and the Office of Human Resources in writing of changes that would impact the original exemption decision. It is also the employee's responsibility to reapply for an exemption either prior to or following the expiration date of an exemption approval. In the event an exemption is granted, documentation will be recorded and maintained in the Office of Human Resources.

10. Pay and Compensation for Disaster Operations

Refer to the OHR Personnel Policy No. 2 for policy and procedures relating to overtime compensation for OTS employees who are designated to work in an emergency preparedness, response or recovery activity.

11. Personal Disaster Emergency Preparedness Plan Training

The OTS Personal Disaster Emergency Preparedness Plan training presentation must be included in the new employee orientation packet.

12. Employees who violate this policy may be subject to discipline, up to and including dismissal.

APPENDIX A:

I. ESF'S AND RSF'S

As outlined in the Executive Order No. JBE 2017-19 the following agencies regularly supported by OTS have primary and support emergency responsibility for EFS's, RFS's and Emergency Support Operation Sites. OTS staff will support these agencies when an event is declared as per each section's critical system and infrastructure support disaster/emergency plan and OTS policy.

Each executive department assigned an emergency function must coordinate its efforts through the GOHSEP Emergency Operations Center (EOC) during an emergency/disaster. The EOC, the command and communications center for response operations, during an emergency/disaster, is located at the Governor's Office of Homeland Security and Emergency Preparedness, 7667 Independence Blvd., Baton Rouge, Louisiana.

Note: Only OTS partner agencies and executive departments are listed below. To view the full listing please see Executive Order No. JBE2017-19.

A. ESF 1 – Transportation

- Department of Transportation and Development - Primary
- Department of Agriculture and Forestry - Support
- Department of Corrections - Support
- Department of Education - Support
- Louisiana Department of Health - Support
- Department of Wildlife and Fisheries - Support
- Louisiana State Police - Support
- Department of Children and Family Services - Support

B. ESF 2 – Communications

- Division of Administration - Primary
- Department of Agriculture and Forestry - Support
- Department of Corrections - Support
- Department of Culture, Recreation and Tourism - Support
- Department of Economic Development - Support
- Department of Education – Support
- Office of Elderly Affairs - Support
- Department of Environmental Quality - Support
- Louisiana Department of Health - Support
- Louisiana Workforce Commission - Support
- Louisiana State Police - Support
- Department of Revenue - Support

- Department of Wildlife and Fisheries - Support
- Department of Children and Family Services - Support
- Department of Transportation and Development - Support

C. ESF 3 - Public Works & Engineering

- Department of Transportation & Development – Primary
- Louisiana Coastal Protection and Restoration Authority - Primary
- Division of Administration - Support
- Louisiana Department of Health - Support
- Department of Natural Resources - Support
- Department of Environmental Quality - Support

D. ESF 4 - Firefighting

- Department of Agriculture and Forestry - Primary
- Office of State Fire Marshal - Primary
- Department of Environmental Quality - Support
- Department of Transportation and Development - Support
- Department of Wildlife and Fisheries - Support

E. ESF 5 - Emergency Management

- Department of Agriculture and Forestry - Support
- Department of Corrections - Support
- Department of Culture, Recreation & Tourism - Support
- Department of Economic Development - Support
- Department of Education - Support
- Department of Environmental Quality - Support
- Division of Administration - Support
- Louisiana Department of Health - Support
- Louisiana Workforce Commission - Support
- Department of Natural Resources - Support
- Department of Revenue - Support
- Department of Children and Family Service's - Support
- Louisiana State Police - Support
- Department of Transportation & Development - Support
- Department of Wildlife and Fisheries - Support
- Office of State Fire Marshall - Support

F. ESF 6 - Mass Care, Housing and Human Services

- Department of Children and Family Services - Primary
- Louisiana Workforce Commission - Primary
- Department of Corrections - Support
- Department of Agriculture and Forestry - Support
- Department of Culture, Recreation & Tourism - Support
- Department of Education - Support
- Louisiana Department of Health - Support
- Department of Natural Resources - Support
- Department of Revenue - Support
- Department of Veterans Affairs - Support
- Louisiana State Police - Support
- Department of Transportation & Development - Support
- Department of Wildlife and Fisheries - Support
- Office of State Fire Marshall - Support
- Department of Veterans Affairs

G. ESF 7 – Resources Support

- Department of Agriculture and Forestry - Support
- Department of Culture, Recreation & Tourism - Support
- Department of Economic Development - Support
- Department of Environmental Quality - Support
- Division of Administration - Support
- Louisiana Workforce Commission - Support
- Louisiana Department of Health - Support
- Department of Natural Resources - Support
- Department of Children and Family Service's - Support
- Louisiana State Police - Support
- Department of Transportation & Development - Support

H. ESF 8 – Public Health and Medical Services

- Louisiana Department of Health - Primary
- Department of Agriculture and Forestry - Support
- Department of Corrections - Support
- Department of Environmental Quality - Support
- Louisiana Workforce Commission - Support
- Department of Veterans Affairs - Support
- Department of Transportation & Development - Support
- Office of State Fire Marshall - Support

I. ESF 9 – Search and Rescue

- Department of Wildlife and Fisheries - Primary
- Office of State Fire Marshall - Primary
- Department of Agriculture and Forestry - Support
- Department of Corrections - Support
- Louisiana Department of Health - Support
- Department of Culture, Recreation & Tourism - Support
- Louisiana State Police - Support
- Department of Veterans Affairs - Support
- Department of Transportation & Development - Support
- Department of Revenue - Office of Alcohol and Tobacco Control - Support

J. ESF 10 – Oil Spill, Hazardous Materials and Radiological

- Louisiana State Police - Primary
- Department of Environmental Quality - Primary
- Louisiana Coastal Protection and Restoration Authority
- Department of Agriculture and Forestry - Support
- Office of State Fire Marshall - Support
- Louisiana Department of Health - Support
- Department of Natural Resources - Support
- Department of Transportation & Development - Support
- Department of Wildlife and Fisheries - Support

K. ESF 11 – Agriculture

- Department of Agriculture and Forestry - Primary
- Department of Corrections - Support
- Department of Environmental Quality - Support
- Louisiana Department of Health - Support
- Department of Wildlife and Fisheries - Support
- Department of Children and Family Service's - Support

L. ESF 12 – Energy and Utilities

- Department of Natural Resources/Intrastate Natural Gas - Primary
- Louisiana Department of Health (Water, Waste Water Utilities) - Primary
- Department of Environmental Quality(Waste Water Utilities) - Support
- Department of Agriculture and Forestry - Support

M. ESF 13 - Public Safety and Security

- Louisiana State Police - Primary
- Department of Agriculture and Forestry - Support

- Department of Corrections - Support
- Department of Culture, Recreation & Tourism - Support
- Department of Revenue - Office of Alcohol and Tobacco Control - Support
- Department of Transportation & Development – Support
- Office of Juvenile Justice - Support
- Department of Wildlife and Fisheries – Support
- Office of the State Fire Marshal - Support

N. RSF 1 Community Planning

- Office of Disability Affairs – Support
- Office of Elderly Affairs – Support
- Louisiana Economic Development – Support
- Louisiana Workforce Commission – Support
- Department of Revenue – Support
- Office of Financial Institutions – Support
- Department of Education – Support
- Department of Transportation and Development – Support

O. RSF 2 Economic

- Louisiana Economic Development – Primary
- Louisiana Workforce Commission – Secondary
- Department of Revenue - Secondary
- Office of Financial Institutions - Secondary
- Department of Education -
- Department of Transportation and Development – Secondary
- Governor’s Office of Elderly Affairs – Secondary

P. RSF 3 Health and Social Services

- Louisiana Department of Health – Primary
- Department of Children and Family Services - Secondary
- Department of Education - Secondary
- Governor’s Office of Elderly Affairs – Secondary

Q. RSF 4 Housing

- Department of Children and Family Services – Secondary
- Louisiana Economic Development – Secondary
- Governor’s Office of Elderly Affairs – Secondary

R. RSF 5 Infrastructure Systems

- Department of Transportation and Development - Primary
- Coastal Restoration and Protection Authority – Primary
- Office of Financial Institutions – Secondary
- Louisiana Economic Development – Secondary
- Department of Environmental Quality – Secondary
- Department of Natural Resources – Secondary
- Department of Corrections – Secondary
- Department of Public Safety – Secondary

- **Office of the State Fire Marshal – Secondary**

APPENDIX B:

I. REFERENCES

- Executive Order No. JBE2017-19
- **OHR** Personnel Policy No. 2

II. EVENT SITES

State managed and supported shelters and event sites include the following:

Critical Transportation Needs Shelters
Medical Special Needs Shelters
Special Population Shelter
Parish Emergency Operations Center (EOC)
Parish Pick up Points
DSNAP Sites
DCFS Emergency Operations Center (EOC)
State Emergency Operations Center (EOC)
DOTD Emergency Operations Center (EOC)

III. FORMS AND INSTRUCTIONS

- OTS - Form #2 Request for Exemption (RFE) from Emergency/Disaster Staff Schedule
- OTS - Form #2 Medical supplement: Request for Exemption (RFE) from Emergency/Disaster Staff Schedule